

## D-Trade Frequently Asked Questions (FAQs)

### *Digital Certificates*

**Q: What is a digital certificate?**

A: A digital certificate is an electronic means of establishing your credentials when doing business or other transactions on the Web. It is issued by a certification authority (CA). The certificate contains your name, a serial number, expiration dates, a copy of the certificate holder's public key (used for encrypting and decrypting messages and digital signatures), and the digital signature of the certificate-issuing authority so that a recipient can verify that the certificate is real.

**Q: Who needs a digital certificate?**

A: A certificate is required for individuals who will submit applications, track the status of D-Trade applications, submit additional documentation for active D-Trade applications, as well as retrieve the finalized license. Additionally, empowered officials require a digital signature in order to sign the application electronically – a requirement that is fulfilled by having a digital certificate.

**Q: Can digital certificates be shared amongst company employees?**

A: No. Digital certificates are for individual use only. A digital certificate electronically identifies the individual interacting with the application. Certificates may be revoked by the issuing authority if found to be used by anyone other than the individual to whom the certificate was issued.

**Q: I'm being asked for a CryptoAPI Private Key. Please explain.**

A: A Crypto Private Key is the password assigned to your digital certificate during installation. If your digital certificate is not password protected, you may simply press OK.

**Q: How long does it take to receive the digital certificate once ordered?**

A: Issuance of digital certificates is handled entirely by the issuing authority. Please contact your certificate vendor for processing and issuance guidelines.

**Q: My digital certificate is corrupt. Can DDTC send me a copy of the certificate?**

A: To receive a replacement certificate the user must contact the certificate issuing vendor.

**Q: My digital certificate is about to expire. What should I do?**

A: Each digital certificate contains a unique identifier. When your certificate expires so does any roles/permissions assigned to you under that certificate. To prevent an interruption in DTrade access, prior to the expiration of your digital certificate, you must purchase a new certificate. Once you have received and installed your new digital certificate follow our online instructions

([http://pmddtc.state.gov/DTRADE/documents/Getting\\_Started\\_Instructions.pdf](http://pmddtc.state.gov/DTRADE/documents/Getting_Started_Instructions.pdf)) to register your certificate with your parent company.

Afterwards:

- a. Super Users Only: Follow the online instructions ([http://pmddtc.state.gov/DTRADE/documents/Getting\\_Started\\_Instructions.pdf](http://pmddtc.state.gov/DTRADE/documents/Getting_Started_Instructions.pdf)) for designating a super user to have your super user status reassigned to your new digital certificate. DDTC will then delete your expired certificate and reassign super user status to your new certificate.
- b. Regular Users: Contact your company super user and request the deletion of your old certificate and the reassignment of your DTrade roles to your new digital certificate.

## *Super Users*

### **Q: What is a Super User?**

A: A Super User is a D-Trade user responsible for managing company users. Super Users create new user accounts for company users accessing D-Trade.

### **Q: When designating a Super User, I received an e-mail from the DDTC Helpdesk stating I did not provide a valid registration code. Please explain.**

A: A valid DDTC registration is required to use the D-Trade Electronic System. Refer to Section 122 of the International Traffic in Arms Regulations (ITAR) for information on registration. You may also consult the DDTC Web site at <http://pmddtc.state.gov/registration/index.html>

### **Q: I'm not an empowered official, but I am a Super User. Can I assign myself the industry signature authority role?**

A: Per the ITAR, applications must be signed by an empowered official. Refer to Section 120.25 of the ITAR for the qualifications and responsibilities of an empowered official.

### **Q: How many Super Users may a company designate?**

A: At least two are recommended.

### **Q: How are Super Users notified once they have been assigned the role?**

A: Via the e-mail address provided in the Super User request.

### **Q: How do I delete a Super User?**

A: Only DDTC can add or delete Super Users. Requests must be submitted in writing (fax to the DDTC Helpdesk at 202.663.2756), requesting the creation or deletion of Super Users. Requests must be submitted on the parent company stationary, signed by a senior company official or company empowered official.

### **Q: When designating a Super User, I received an e-mail from the DDTC Helpdesk stating my request was not signed by an empowered official. Please explain.**

A: Super User designations must be signed by a senior company official or empowered official. Please ensure this information is captured in the context of the request or the signature block.

### **Q: When designating a super user, I received an e-mail from the DDTC Helpdesk stating my request was not submitted on company stationary. Please explain.**

A: Super User requests must be submitted on company stationary of the DDTC registered entity. Requests submitted on fax cover sheets and/or stationary of the subsidiary of the DDTC registered entity will not be processed.

## ***Form Completion***

### **Q: How do I attach supporting documentation?**

A: In order to electronically attach supporting documentation, the documentation must be scanned or available electronically. To attach supporting documentation:

- c. Click once on the document label listed in either Required Documents or Optional Documents;
- d. Click on Open Document;
- e. Select Add Attachments;
- f. Press Attach;
- g. Locate document you want to attach;
- h. Press Open;
- i. Repeat steps d, e, and f for each document you wish to attach;
- j. Press Done; then
- k. Click on the Close button.

### **Q: How do I electronically sign the application?**

A: An empowered official must have a valid ACES digital certificate and the Industry Signature Authority role in order to electronically sign D-Trade applications. The Industry Signature Authority role is assigned to the empowered official by the company Super User.

To apply a digital certificate:

Once the application has been completed, on the signature page the empowered official should:

- a. Click on Signature button (press only once, it may take a while for the next dialogue box to pop up);
- b. Within the Signature box, press Sign;
- c. If you have a password on your digital certificate, enter the password when prompted;
- d. Within the Signature is Valid window, press OK;
- e. You have digitally signed your application.

### **Q: Why is the submit button inactive on the form?**

A: All applications must be signed and saved locally prior to submission. Ensure your application has been signed and you have saved a copy prior to submission. In addition, the submit button will be inactive if you have invalid items on your form. On the signature page of the form, there is a "Validate Form" button that will display a list of errors (if any) preventing you from submitting.

### **Q: Why am I not able to insert the name of the empowered official in the Applicant Statement on the DSP forms?**

A: Whereas the cursor will appear to be active in the applicant statement, users will not be able to insert the name of the empowered official. Once the application is digitally signed, the empowered official's name will automatically be inserted.

### **Q: How do I resubmit an application that was returned without action?**

A: Applications returned without action may be resubmitted without having to retype the original information. Simply open your saved file copy, click on the digital signature to remove it, and modify the data as necessary. Once the revisions are made, resign the application; save a new file copy and press submit. You will be issued a new DDTTC case number for tracking.

*Please note:* You are not required to change the Transaction Number on the cover page. You may change it at your discretion.

### **Q: Can I submit requested information as an attachment and enter "See Attachment" or "See Continuation Sheet" in the block field?**

A: No. Information specifically required in a block within the application must be provided within the form. The form has the capability to accept an unlimited amount of information by pressing the Add button.

**Q: How do I track the status of cases submitted?**

A: Once you are assigned the Industry Status Retriever role, log in to D-Trade and select Track Status on the left side of your screen. If you do not have a Track Status link, check to ensure you have been assigned the Status Retriever role by your company Super User.

**Q: I've tried to download the DSP forms but cannot view the forms. Why?**

A: You must download and install the PureEdge Forms Viewer prior to downloading the form(s). The Forms Viewer is available, free of charge, on the D-Trade home page.

**Q: What are the acceptable file formats for attachments?**

A: While DDTC is able to accept a variety of file formats, we recommend using searchable .PDF to expedite processing when staffed to outside agencies. DDTC does not accept executable (.exe) files or hyperlinks.

## ***D-Trade Operations***

**Q: I'm trying to register with D-Trade and see multiple entries of my company's name. Which do I select?**

A: To ensure the correct selection contact the DDTC Helpdesk, 202-663-2838, for assistance.

**Q: My application was rejected because of a signature error. My application was digitally signed by an empowered official. Please explain this error.**

A: Cases rejected due to signature errors indicates the empowered official who signed the application does not have the Industry Signature Authority role. Once the empowered official has that role assigned to him/her by the Super User, resubmit the application. You will receive a new DDTC case number.

**Q: Do I have to register with D-Trade when I'm already registered with DDTC?**

A: Yes. DDTC registration (Part 122 of the ITAR) is required for all manufacturers, exporters and brokers. Registration with D-Trade is required for those who will be submitting license applications and other requests for DDTC authorization. In order to continue to use D-Trade, a company's DDTC registration must be current.

**Q: I'm new to D-Trade. Where can I go for information on getting started?**

A: The D-Trade Information Center (also known as the D-Trade home page) is accessible via DDTC's Web site ([www.pmdtcc.state.gov](http://www.pmdtcc.state.gov)).

**Q: Do I have to mail seven copies of an application submitted via D-Trade?**

A: No. Additionally copies are not required for D-Trade applications.

**Q: Please define the user roles within D-Trade.**

A: There are three user roles within D-Trade.

- a. Industry Submitter: assigned to users responsible for submitting applications.
- b. Industry Status Retriever: assigned to users responsible for tracking status, submitting additional documentation on active cases, and retrieving the finalized license.
- c. Industry Signature Authority: assigned to empowered officials responsible for signing D-Trade applications.

**Q: Please define the user types within D-Trade.**

A: There are two types of users in D-Trade:

- a. Super User: can have multiple roles assigned to him/her and is responsible for managing all company users in D-Trade.
- b. Regular User: can have multiple roles assigned to him/her but cannot assign D-Trade user roles to other company users.

**Q: I'm responsible for submitting and tracking applications for my company. What do I need to do?**

A: You must be assigned the D-Trade Industry Submitter and Industry Status Retriever roles by your company's Super User.

**Q: Is D-Trade compatible with Firefox and/or Macintosh?**

A: No, it is not. DDTC recommends using Internet Explorer 6.0.

**Q: How do I log out of D-Trade? I don't see a log out option.**

A: There isn't a log out option for D-Trade. To end your session in D-Trade, close the browser by pressing the X in the upper right hand corner of the window or by selecting File from the menu bar and then Close.